



TBI Case Management Community of Interest

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#### Quarterly Highlight

### Warriors and Concussion Class Series, Joint Base Elmendorf-Richardson, Alaska

By Patty Raymond, MPH, Defense and Veterans Brain Injury Center (DVBIC) Regional Education Coordinator



Photo Courtesy of JBER Hospital 673rd Medical Group

In January 2013, we launched a class series entitled "Warriors and Concussion: Everything You Need to Know." The class was created in response to a need for increased education and support for injured troops, particularly for those experiencing ongoing symptoms. I teach the series, which consists of four consecutive weekly 90-minute sessions. Our goals are to provide participants with a greater

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#### **About the Quarterly Newsletter**

The Military TBI Case Management Quarterly Newsletter is published by the Defense Centers of Excellence for Psychological Health and Traumatic Brain Injury (DCoE). The quarterly newsletter is intended for case managers and other providers who support warriors with traumatic brain injury (TBI) and their families. Additionally, this quarterly newsletter is intended to offer a means to share ideas, best practices and resources among the military TBI case management community.

The content will speak to the very best of TBI case management with the hopes of identifying and sharing best practices across the military.

Content suggestions, thoughts and ideas for future editions of quarterly newsletter can be sent to TBICM.Newsletter@tma.osd.mil.



DCoE Real Warriors Campaign









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### **Letter from the Editor**

Greetings Military TBI Case Management Community of Interest Colleagues.

When facing a new challenge in life, personal or professional, it helps to be prepared. The new Department of Defense Instruction (DODI) 6025.20 for Medical Management Programs in the Direct Care System (DCS) and Remote Areas (April 9, 2013) reiterates the recommendation that case managers seek and obtain national certification in the unique specialty known as "Case Management". There are two prominent national certifying bodies for case management: the Commission for Case Management Certification (CCMC) and the American Case Management Association (ACMA). The military does not designate a preference. In preparing for the exam, CCMC via the CM (Case Management) Learning Network has announced the dates and locations for the 2014 Case Management Certification Workshops. For registration costs and information call CCMC Customer Service at 856-380-6836 or email CCMC at ccmchq@ccmcertification.org.

ACMA offers guidance on its accreditation and re-accreditation processes and conferences online at <a href="http://www.acmaweb.org/forms/ACMA\_ACMhandbook.pdf">http://www.acmaweb.org/forms/ACMA\_ACMhandbook.pdf</a>. ACMA accreditation is focused on the hospital based case manager.

To all case managers, I hope you have a happy National Case Management Week, October 14-20, 2013! Thank you for all you are doing to support our nation's service members and their families.

Very respectfully,
Sue Kennedy, RN BSN CCM
Editor, Office of Care Coordination, DVBIC





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Quarterly Highlight

# Concussion program at Joint Base Elmendorf-Richardson

understanding of their symptoms, awareness of conditions or behaviors that can exacerbate symptoms, and hands-on coping skills for symptom management and enhanced quality of life. During the final session, our traumatic brain injury (TBI) Clinic Director/Social Worker addresses posttraumatic stress disorder (PTSD) and PTSD/TBI symptom overlap.

At the beginning of each session, I check in with participants to 1) check for memory and understanding of the previous week's learned coping strategies; 2) determine if the participants practiced at least some of the coping strategies on their own; and 3) find out which strategies worked for them. Asking participants to share their experience helps promote optimism and self-advocacy. I have witnessed participants inspire and encourage their peers through this process. Playing a part in this transformation is truly one of the most gratifying aspects of my job.

Topics covered in the series include the definition of concussion, incidence of concussion in the military, recovery and return to duty, basic brain anatomy, and mechanisms of injury. Symptoms addressed encompass physical (headache, fatigue, dizziness, tinnitus, photophobia and phonophobia), cognitive (forgetfulness, slowed thinking, etc.), and affective domains (depression, irritability, PTSD and anxiety nonspecific to PTSD).

Coping tools for physical symptoms include deep breathing, gentle neck stretches, and cranial acupressure self-massage. Environmental controls such as wearing sunglasses, turning off overhead fluorescent lights, and using earplugs, noise-cancelling earphones and white-noise machines are demonstrated. Participants are encouraged to eat small, frequent meals incorporating a source of quality protein, complex carbohydrates and a small portion of healthy fat. Sleep hygiene techniques and sleep environment controls are discussed.

Coping strategies for cognitive symptoms include reduction or elimination of behaviors or substances that can exacerbate mild TBI-related cognitive and sleep issues; aerobic exercise; anxiety reduction techniques; use of notebooks, "sticky" notes, calendars and smartphone apps; visual cues; physical organization tips; breaking down tasks into smaller parts; mnemonic devices; building mental associations; and creating stories from lists of objects or words. The importance of receiving treatment for any co-occurring affective conditions is emphasized.

A military treatment facility, Veterans Affairs and community mental health resources list is provided that includes providers, peer support groups, and phone, text, and Internet sources of information, support, and/or treatment. Throughout the series, we explore methods to soothe and "center" oneself, such as exercise, yoga, pets, spirituality and spending time in nature.

For additional information regarding the Defense and Veterans Brain Injury Center Regional Education Coordination program, please contact: <a href="mailto:patricia.raymond.1.ctr@us.af.mil">patricia.raymond.1.ctr@us.af.mil</a>





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Summary

# Military Efforts Highlighted at the 2013 Washington TBI Conference

By Dawn Will, RN, MSN, CCM, CCP, CBIS Case Manager, Traumatic Brain Injury Program Madigan Army Medical Center

As member of the Planning Committee for the annual Washington State Traumatic Brain Injury Conference since its inception, it has been both a pleasure and honor to plan the military track for this exciting two-day event, which provides us with the opportunity to network with the Pacific Northwest community: civilian, military and VA providers, persons who sustained TBIs and their family and loved ones. This year I was especially privileged to host Dr. Lindell Weaver, Liza Biggers, and Shannon Maxwell.



Dawn Will, RN, MSN, CCM. CCP



Dr. Lin Weaver, MD, FACP, FCCM, FUHM PI;



Family Caregiver Panel: Liza Biggers, and Dr. Frederick Flynn, DO, FAAN and Shannon Maxwell

All photos courtesy of Dawn Will

# 2013 TBI CASE MANAGEMENT RECOGNITIONS

Due to overwhelming response to this year's TBI Case Management Recognition effort by Defense Centers of Excellence for Psychological Health and Traumatic Brain Injury and the Defense and Veterans Brain Injury Center, a special issue of the Military TBI Case Management Quarterly Newsletter will be coming out soon, dedicated solely for the purpose of celebrating this year's outstanding TBI case managers. Thank you to all who graciously took the time to nominate the case managers and care coordinators. To all TBI case managers supporting our nations service members, veterans and families, our heartfelt thanks and Happy National Case Management Week!





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# Veterans Court: Helping Those Who Have Already Helped Our Nation

By Capt. Cynthia Spells, LCSW, BCD, ACSW, Chief, DVBIC Care Coordination Program

In counties across the country, there are more and more Veterans Courts in the process of being established that address veterans arrested for nonviolent crimes.

These veterans courts will function in much the same way as a drug court, which allows those charged with drug-related offenses to opt for a probationary program.

Veterans Court is another example of a specialty court, a sub-population of the already existing court docket that is geared to a specific need/and or specific group.

A veterans court being launched in Hopkinsville, Kentucky, located in close proximity to Fort Campbell, would allow military members or veterans to receive treatment and counseling for substance abuse and mental health problems, as well as accountability from a mentor. The mentor will also be a veteran, with whom the offender can perhaps more readily identify and build trust.

Any military member or veteran, not only retirees, will be eligible for the program. Generally, this option will be offered to those committing crimes ranging from drug possession to burglary to domestic violence. These programs are not open to violent offenders, but individuals who, due to post-traumatic stress disorder or mental or physical ailments resulting from their service, have lost their way and are now caught up in low-level crimes.

Christian County Circuit Judge Andrew Self, who will head the Veterans Court in Hopkinsville, said, "We anticipate that we may have some former service members who have post-traumatic stress disorder, or who have traumatic brain injury as a result of combat (and) who, for whatever reason, perhaps those reasons and others, have found themselves in the criminal justice system. So what we want to do is try to carve out that particular niche and we want to be able to focus on helping and guiding and assisting and modifying behavior with regard to veterans."

These programs as regarded as a "win-win" for the veterans who will receive the support and services that will allow them to make a successful return to civilian life, and for taxpayers, who will not have to foot the bill for incarcerating veterans or further adjudicating repeat offenders.





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Dr. Lin Weaver, MD, FACP, FCCP, FCCM; FUHM PI, Department of Defense pivotal trial of HBO2 and TBI Medical Director and Division Chief, Hyperbaric Medicine LDS Hospital, Salt Lake City, UT, presented the latest results of the DoD joint forces hyperbaric oxygen studies: USAF, Navy, and Army sponsored studies, including Brain Injury and Mechanisms of Action of HBO2 for Persistent Post-concussive Symptoms after Mild TBI, more commonly known as "BIMA," which is sponsored by the U.S. Army Medical Materiel Development Activity (USAMMDA) at Ft. Detrick, Md. The BIMA study is ongoing at Madigan AMC, Joint Base Lewis-McChord, Wash., and Evans ACH, Ft Carson, Colo.

Liza Biggers, Shannon Maxwell, and Dr. Frederick Flynn, DO, FAAN, Medical Director of the TBI Program at Madigan AMC, served along with 12 other appointed members of the TBI Family Caregiver Advisory Panel. Legislation was to develop a curriculum by panel members. Liza and Shannon are both family caregivers of service members who sustained severe TBIs. They have selflessly devoted their efforts to helping not only their own loved ones, but to all severely wounded soldiers and their families. As a result of the panel's efforts, the resources for soldiers and their family caregivers that we know as Traumatic Brain Injury: A Guide for Caregivers of Service Members and Veterans (2010) was published, along with The Caregiver's Companion. These resources are also available at www.traumaticbraininjuryatoz.org and www.dvbic.org. Liza and Shannon shared, with the audience, not only from their experiences working on this panel, but also some of the lessons learned from being a caregiver in the military and VA health care systems. In their continuing service to family members of active duty service members, Shannon and Liza then published two books for children, written by Shannon and illustrated by Liza, entitled and Our Daddy is Invincible (2010), and Big Boss Brain (2012).

For more information, see www.tbiwashington.org

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For additional information on Veterans Courts:

- "Veterans Court provides probationary option for offenders" by Megan Locke Simpson, The Fort Campbell Courier, Posted: Thursday, August 1, 2013. Retrieved from http://www. fortcampbellcourier.com/news/article\_89cd056afae6-11e2-be6a-001a4bcf887a.html
- Tampa Tribune: New court to handle misdemeanor cases of veterans. Retrieved from http://tbo.com/list/military-news/newcourt-to-handle-misdemeanor-cases-ofveterans-20130813/
- 3. Veterans Court Philadelphia. Retrieved from http://www.courts.phila.gov/veteranscourt/
- 4. U.S. Department of Veterans Affairs information on Veterans Courts

# CM Resources/ T2WRL Updates:

- Defense Centers of Excellence 24/7 Outreach Center: 1-866-966-1020
- Defense Centers of Excellence for Psychological Health and Traumatic Brain Injury TBI Case Management webpage
- Defense and Veterans Brain Injury Center Case Management Resources
- www.Brainline.org and www.brainlinemilitary.org
- Telehealth and Technology Web Resource Locator for Case Managers: https://ttwrl.dcoe.mil
- DCoE TBI Resource Compendium





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### **NICoE** Update



Photo courtesy of NICoE

By Joshua Stueve, PAO, NICoE

The National Intrepid Center of Excellence (NICoE) has been busy extending its network of care since opening our doors to patients in October 2010. In 2011, the Intrepid Fallen Heroes Fund in conjunction with NICoE began the early stages of development for a system of coordinated traumatic brain injury treatment facilities, or NICoE Satellites. Dubbed the "Intrepid Spirits," these centers will focus primarily on diagnosis and treatment with an increased throughput of up to 1,000 patients per year per satellite.

It is with this coordinated mission in mind that we are excited to share that the Intrepid Spirit I and Intrepid Spirit II (located at Fort Belvoir and Camp Lejeune, respectively) are both currently seeing patients with their official ribbon cutting ceremonies slated for the third week of September. Intrepid Spirit III recently broke ground at Fort Campbell and will begin seeing patients in the spring of 2014. The Intrepid Fallen Heroes Fund also has plans to establish six additional NICoE Satellites across the country with the hopes of bringing the NICoE Intrepid Spirit count up to nine in the near future.

NICoE has also broadened its clinical care model to include cutting-edge therapy options for rehabilitating patients with comorbid traumatic brain injuries and psychological health conditions. NICoE recently partnered with the National Endowment for the Arts to introduce music therapy as part of the Healing Arts program. The new Music Therapy Program, one of the many therapy modalities offered at NICoE, uses music as a means of treatment and expression for our patients. The music therapist has designed the program from the ground up, taking into account the needs and suggestions of NICoE's service member population. Music therapy interventions can be designed to promote wellness, manage stress, alleviate pain, express feelings, enhance memory and improve communication.

The goal of NICoE's clinical care model is to pull from the best of evidence-based western medicine with complementary and alternative approaches while instilling patients with mind-body skills for daily use. By integrating music therapy into NICoE's continuum of care, this program helps provide each individual with new tools to mitigate trouble focusing, anxiety and racing thoughts, while also serving as a nonverbal outlet to help service members express themselves and process traumatic experiences from their past. Coupled with the countless additional therapies offered at NICoE and NICoE Satellites, this broad interdisciplinary care model is used to help improve the quality of life for this patient population every day.

If you believe you have a patient that could benefit from treatment at NICoE, please fill out a Patient Referral form found on our website and fax the form to: (301) 319-3700. Upon submission, NICoE's referral team will make contact to discuss next steps. If you have further questions about our patient referral process, please email: NICoEReferral@health.mil.





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# Conferences/CE offerings

 For a complete list of DCoE webinars and other CEU courses:

http://www.dcoe.health.mil/Training/ Education.aspx

 For DVBIC Webinars and Educational Information:

http://www.dvbic.org/online-education

### **Latest TBI Numbers**

Latest TBI Numbers (Courtesy of DVBIC and Defense Medical Surveillance Systems, Theater Medical Data Store) As of 2013 Q2

